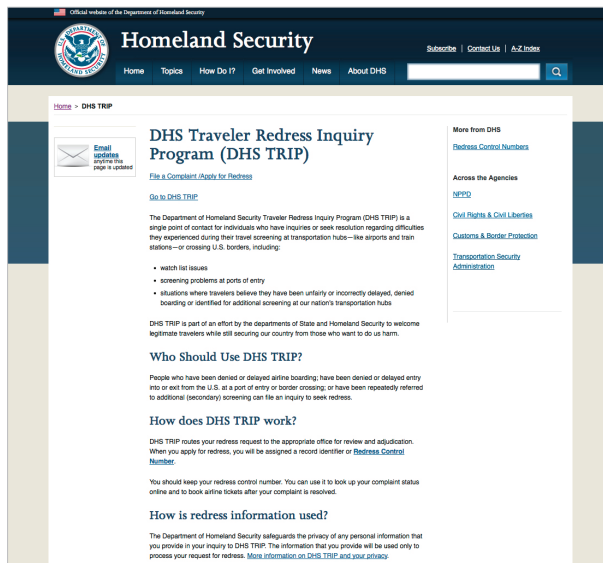


## DHS TRIP website

The DHS TRIP website ([dhs.gov/trip](https://dhs.gov/trip)) provides an easy-to-use, single point of contact for travelers who have experienced travel-related screening or inspection difficulties.

The DHS TRIP website provides:

- Detailed information about the redress process and what to expect regarding your inquiry
- DHS TRIP's easy-to-follow instructions prompt you to provide the information necessary to investigate your inquiry
- A unique redress control number to every inquiry submitted on the website, allowing you to check the status of your inquiry on the website at any time
- Information about the U.S. Government's privacy and redress policies and a frequently-asked-questions section



## DHS TRIP and your privacy

All data on the DHS TRIP site is encrypted and protected for use by the Federal Government only. The Department of Homeland Security safeguards the privacy of all personal information provided to DHS TRIP during the Redress inquiry process. This information will be protected and will only be shared in accordance with the provisions of the Privacy Act of 1974 (5 U.S.C. § 552a) and as provided in the Privacy Impact Assessment published for DHS TRIP.

## Contact DHS TRIP

Web: [dhs.gov/trip](https://dhs.gov/trip)  
Email: [TRIP@dhs.gov](mailto:TRIP@dhs.gov)  
Phone: (866) 289-9673

Mail:  
U.S. Department of Homeland Security  
DHS TRIP  
601 South 12th Street, TSA-901  
Arlington, VA 20598



# DHS TRIP

## Traveler Redress Inquiry Program





## What is DHS TRIP?

The Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during security screening or inspection at transportation hubs, such as airports and train stations, or when crossing U.S. borders. These difficulties may include, but are not limited, to:

- Watch list issues
- Problems at ports of entry
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding on an aircraft or a vessel, or identified for additional screening

## When should you use DHS TRIP?

DHS TRIP should be used to resolve travel-related issues when:

- You were unable to print a boarding pass from an airline ticketing kiosk or from the Internet
- You were delayed or denied boarding on an aircraft
- You are repeatedly referred for additional inspection when clearing U.S. Customs or denied entry into the United States
- You believe you were incorrectly denied an Electronic System for Travel Authorization (ESTA)

For a complete list please visit [dhs.gov/trip](https://dhs.gov/trip)

## How to Submit a DHS TRIP Inquiry?

**STEP 1:** To start an inquiry, please visit the DHS TRIP website at [dhs.gov/trip](https://dhs.gov/trip). You will be prompted to describe your concerns and experiences. Upon submission, you will receive a redress control number, which is used to monitor the progress of your inquiry.

**STEP 2:** After filing out an application for redress, you will be asked to provide supporting materials, including appropriate documents to establish identity. For the quickest response, provide a legible copy of the biographical (photo) page of an unexpired passport. If a passport is not available, please provide at least one legible copy of an unexpired government-issued photo identification document, such as a driver's license or, if not a U.S. citizen, a visa. A list of acceptable documents can be found at [dhs.gov/files/programs/gc\\_1169826536380.shtm#1](https://dhs.gov/files/programs/gc_1169826536380.shtm#1).

**STEP 3:** Once your case is reviewed, you will receive a response regarding your inquiry.